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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Docket No.AUS920010826US1

Date: 12/12/2001

i1036 U.S. PTO
10/015264
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Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

Transmitted herewith for filing is the patent application of Inventor(s):
MICHAEL WAYNE BROWN, JOSEPH HERBERT MCINTYRE, MICHAEL A. PAOLINI,
JAMES MARK WEAVER, AND SCOTT LEE WINTERS

For: PROMOTING CALLER VOICE BROWSING IN A HOLD QUEUE

ASSIGNEE NAME: INTERNATIONAL BUSINESS MACHINES CORPORATION

ASSIGNEE RESIDENCE: ARMONK, NEW YORK

Enclosed are also:

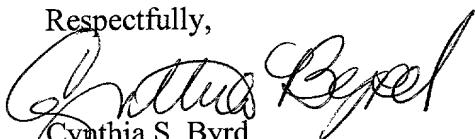
48 Pages of Specification including an Abstract
 17 Pages of Claims
 9 Sheet(s) of Drawings
 A Declaration and Power of Attorney
 Form PTO 1595 and assignment of the invention to IBM Corporation

CLAIMS AS FILED

FOR	Number Filed	Number Extra	Rate	Basic Fee (\$740)
Total Claims	54	-20 =	34 X \$18 =	\$612.00
Independent Claims	9	3 =	6 X \$84 =	\$504.00
Multiple Dependent Claims	0		X \$280 =	\$
Total Filing Fee				\$1856.00

Please charge \$ 1856.00 to IBM Corporation, Deposit Account No. 09-0447.
 The Commissioner is hereby authorized to charge payment of the following fees associated with the communication or credit any over payment to IBM Corporation, Deposit Account No. 09-0447. A duplicate copy of this sheet is enclosed.
 Any additional filing fees required under 37CFR § 1.16.
 Any patent application processing fees under 37CFR § 1.17.

Respectfully,



Cynthia S. Byrd

Reg. No. 39,365

Intellectual Property Law Dept.

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